

Wholesale Industry Gateway System (IGS) Application Availability

Hours of Operation

The following matrices list the current Wholesale Industry Gateway System (IGS) application availability, as of the time of publication, for Bell Atlantic. The first matrix is specific to Bell Atlantic North, and the second is specific to Bell Atlantic South.

Bell Atlantic North

Transaction	Availability
<ul style="list-style-type: none"> Access Billing Customer Service Record 	<p>NY Sunday, not available Monday – Friday, 7:30 AM to 7:00 PM Saturday, 8:00 AM to 5:00 PM</p> <p>NE Sunday, not available Monday - Friday, 6:30 AM to 8:00 PM Saturday, 6:30 AM to 5:00 PM</p>
<ul style="list-style-type: none"> Address Validation/TN Selection/TN Reservation Loop Qualification xDSL 	<p>Sunday, 6:00 AM to Midnight Monday – Friday, 5:00 AM to Midnight Saturday, 6:00 AM to Midnight</p>
<ul style="list-style-type: none"> Customer Service Record, (unparsed) Product and Service Availability/Allowability 	<p>24 x 7, downtime is Saturday, 7:30 PM thru Sunday, 7:30 AM* (see below)</p>
<ul style="list-style-type: none"> Directory Listing Inquiry 	<p>Sunday, not available Monday-Friday, 6:00 AM to 8:00 PM Saturday, 7:00 AM to 5:00 PM</p>
<ul style="list-style-type: none"> Due Date Availability 	<p>Sunday, 7:30 AM* (see below) to 11:30 PM Monday – Friday, 12:30 AM to 11:30 PM Saturday, 12:30 AM to 7:30 PM</p>
<ul style="list-style-type: none"> Installation Status Inquiry Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (SPECIALS) 	<p>NY Sunday, 6:00 AM to 10:00 PM Monday - Friday, 4:00 AM to Midnight** Saturday, 1:45 AM to 10:00 PM**</p> <p>NE 4:00 AM Monday thru 9:00 PM Sunday**, downtime is Sunday, 9:00 PM thru Monday 4:00 AM.</p> <p>**except between 4:30 and 5:00 AM daily</p>
<ul style="list-style-type: none"> Loop Qualification Basic 	<p>Sunday, not available Monday – Friday, 8:00 AM to 5:30 PM Saturday, 10:00 AM to 5:00 PM</p>
<ul style="list-style-type: none"> Loop Qualification Extended 	<p>3 day turnaround</p>
<ul style="list-style-type: none"> Parsed Customer Service Record Service Order from SOP via SOID Inquiry Service Order/LSR 	<p>Sunday, 7:30 AM* (see below) to 11:30 PM Monday – Friday, 12:30 AM to 11:30 PM Saturday, 12:30 AM to 7:30 PM</p>
<ul style="list-style-type: none"> Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (POTS) 	<p>Sunday, 7:30 AM* (see below) to 8:00 PM Monday - Friday, 6:00 AM to 11:30 PM Saturday, 6:00 AM to 7:30 PM*</p>
	<p>*Note: except the 3rd Sunday of every even month when Sunday start of day is 9:00 AM.</p>

Wholesale Industry Gateway System (IGS) Application Availability

Bell Atlantic South

Transaction	Availability
<ul style="list-style-type: none"> Address Validation/TN Selection/TN Reservation Due Date Availability Loop Qualification xDSL Product & Service Availability/Allowability TN Reservation Maintenance 	Sunday, 6:00 AM to Midnight Monday – Friday, 5:00 AM to Midnight Saturday, 6:00 AM to Midnight
<ul style="list-style-type: none"> Customer Service Record, (unparsed) 	Sunday, 8:00 AM to 10:30 PM Monday – Friday, 6:00 AM to 10:30 PM Saturday, 6:00 AM to 10:00 PM
<ul style="list-style-type: none"> Directory Listing 	Sunday, not available Monday – Friday, 7:00 AM to 7:00 PM Saturday, 7:00 AM to 5:00 PM
<ul style="list-style-type: none"> Installation Status Inquiry Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (POTS) 	Sunday, 5:00 AM to Midnight Monday – Saturday, 24x6
<ul style="list-style-type: none"> Loop Qualification - Basic 	Sunday, not available Monday-Friday, 8:00 AM to 5:30 PM Saturday, 10:00 AM to 5:00 PM
<ul style="list-style-type: none"> Loop Qualification - Extended 	3 day turnaround
<ul style="list-style-type: none"> Parsed Customer Service Record 	Sunday, 8:00 AM to Midnight Monday – Friday 24x5 Saturday, Midnight to 10:00 PM
<ul style="list-style-type: none"> Service Order from SOP via SOID Inquiry Service Order - LSR 	Sunday, 8:00 AM to 8:00 PM Monday-Friday, 7:00 AM to 10:00 PM Saturday, 7:00 AM to 9:00 PM
<ul style="list-style-type: none"> Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (SPECIALS) 	Sunday, 6:00 AM – 7:00 PM Monday - Saturday, 6:00 AM - Midnight

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I.C.C. DOCKET NO. 00-0592

American Cross Exhibit No. 6

Witness _____

Date 10-2-00 Reporter BAP